

NETWORK AND PC SUPPORT SPECIALIST

GRADE: 18

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Network and PC Support Specialist performs difficult technical and intermediate administrative work involved in the installation, configuration, and maintenance of the City's Wide Area Network, assisting with the Local Area Network and configuring and repairing PC's. The work requires a reactive and sometimes proactive approach when providing user assistance and network maintenance. There are moderate physical demands, occasionally working in difficult work positions and there is considerable mental effort and stress involved in solving network problems. The work is performed under general direction and contributes to the efficient electronic communications between work sites critical to the effective management of day-to-day City operations. Incumbent is required to be on call.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Maintains, troubleshoots and repairs PC hardware, software and network connections.
- Installs and configures PC software, network connections and hardware including printers, handheld devices, laptops, and mobile units.
- Installs, maintains, troubleshoots and repairs network hardware and software including hubs, routers, CSU/DSUs, modems, cabling and wireless technology.

- Installs and maintains E-Mail components, including servers, software, SPAM appliances, and Internet gateways.
- Diagnoses and repairs computer viruses; applies monthly updates to the anti-virus signature files for all servers and PCs.
- Keeps abreast of developments in the PC/networking field and advises IT staff and other City personnel on the most cost effective hardware/software configurations to satisfy needs.
- Assists in planning, evaluating, selecting and purchasing computer hardware and software including peripherals and accessories.
- Configures and maintains automated software distribution process.
- Maintains the City's Internet firewall including monitoring logfiles, creating rules and route statements, setting up and testing of Virtual Private Network, managing FTP access, and maintaining network security.
- Assists in administering the City's Novell networks and Microsoft-based servers.
- Administers user accounts for Lotus Notes, Rocknet, Windows, and Novell including managing passwords, monitoring systems, applying software patches, upgrading, repairing, backing up and viewing log files
- Creates, monitors, and updates help desk tickets on a daily basis.
- Provides coverage for help desk as needed
- Assists in the configuration, installation and maintains of network printers and plotters.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to an Associate of Arts Degree in computer science, information systems or related course of study and one year experience in a position providing PC and network support in a LAN (local area network) WAN (wide area network) environment, or no degree and three years experience. Must have appropriate driver's license valid in the State of Maryland. Certifications desired include one or more of the following: A+ certification, Certified Network Administrator (CNA) or equivalent as determined by the City.

Preferred Knowledge, Skills and Abilities:

- Knowledge of PC systems, their components and common software packages used by the City.
- Good customer service skills.
- Skill in diagnosing and correcting hardware and software problems.
- Skill in oral and written communication.
- Skill in being detail oriented.
- Ability to configure and maintain hubs, routers, CSU/DSUs, modems, cabling, and wireless technology.
- Ability to analyze and resolve network performance problems.

- Ability to work independently, plan and logically organize.
- Ability to work as part of a team.
- Ability to administer Novell networks and Windows-based networks.
- Ability to administer firewall and security systems.